

Delaware Health Care Commission
Thursday, November 5, 2015 9:00 a.m.
Delaware Tech Terry Campus Corporate Training Center
Rooms 400A & B
100 Campus Drive, Dover

Meeting Minutes

Commission Members Present: Bettina Riveros, Chairperson; Theodore W. Becker, Jr.; Thomas J. Cook, Secretary of Finance; Susan A. Cycyk, M.Ed, Director of Prevention and Behavioral Health Services, Department of Services for Children, Youth and Their Families; A. Richard Heffron; Rita Landgraf, Secretary, Delaware Health and Social Services; Kathleen Matt, PhD; and Janice E. Nevin, MD, MPH.

Commission Member Absent: Janice L. Lee, MD; Dennis Rochford; and Karen Weldin Stewart.

Staff Attending: Laura Howard, Executive Director; and Marlyn Marvel, Community Relations Officer.

CALL TO ORDER

The meeting was called to order at 9:00 a.m. by Bettina Riveros, Commission Chair.

OCTOBER 1, 2015 MINUTES

Susan Cycyk made a motion that the October 1, 2015 meeting minutes be approved. Ted Becker seconded the motion. There was a voice vote. Motion carried.

PRESENTATION: ORAL HEALTH COALITION

Greg McClure, DMD, gave a presentation on the Oral Health Coalition. A copy of the presentation is posted on the Delaware Health Care Commission's website at <http://dhss.delaware.gov/dhcc/presentations.html>.

Summary of Key Current Issues

- Prevention, Prevention, Prevention
- Children's Dental Home
- Adult Financing of Dental Care
- Geriatric Oral Health and Long Term Care
- People with Disabilities
- Disparities
- Oral Health Literacy
- Oral Cancer Prevention and Detection
- Dental Workforce to Meet Future Demand

Status of Oral Health in Delaware

Defining the Problem in Delaware's Children:

- 3% of third graders have never been to the dentist.
- 16% of the third-grade children needed dental care for untreated decay.

- 47% of children had a history of dental caries (one or more tooth with untreated decay and/or a filling).
- 54% of children had a dental sealant on one or more permanent molars.

The mission of the Delaware Oral Health Coalition is to provide leadership and advocacy so that the people of Delaware can access affordable, quality oral health care. Emphasis is placed on prevention and early diagnosis as they contribute to total health and well being.

The vision is for Delaware, the First State, to ensure optimal oral health for everyone.

Discussion

Ms. Riveros thanked Ted Becker for serving on the Oral Health Coalition. Mr. Becker stated that Dr. McClure has done a great job bringing the Oral Health Coalition together. Delaware should be very proud of the leadership and what has been accomplished. He stated that he thinks the goals are achievable.

Ms. Riveros stated that, under the SIM initiative, the fluoride varnish will be included in the scorecard for primary care.

Lolita Lopez, of Westside Family Healthcare, thanked Dr. McClure for his leadership on oral health care in Delaware. A lot of progress has been made with access due to state of the art oral health dental facilities throughout the state in all of the Federally Qualified Health Centers (FQHCs). Delaware has also made progress in workforce development. It has passed legislation to have provisional licensing for FQHCs to help bring in new dentists to the communities to support the populations. There is increased momentum with advocacy on the Adult Medicaid issue. She stated that she thinks the Oral Health Coalition is key to a lot of this success.

Brian Olson, of La Red Health Center, agreed that Delaware has made a lot of progress with primary care and general dentistry. They have been very successful in recruiting dentists

John Dodd, of Brooks and Dodd Consulting, asked if there is a way to discover where the dentists are in Delaware and if this fits in with the Healthy Neighborhoods initiative.

Dr. McClure stated that the Division of Public Health Bureau of Oral Health and Dental Services has a resource on its website that lists dentists and community clinics. There is a national phone number for children called Insure Kids Now. A person dials the number, enters their address and what type of need they have and they come up with a database of dentists who are participating in Medicaid. That resource is available on the website. The Oral Health Coalition website is linked to the Division of Public Health website as well.

Dr. McClure stated that they want to focus their efforts to work with the Healthy Neighborhoods group.

Greg Allen stated that Dr. McClure mentioned that there is 50 percent utilization. He asked if that is for the dental side or all of Medicaid.

Dr. McClure stated that is the dental utilization. It is the percentage of children who had at least one dental visit per year. It does not mean that they had regular preventive dental care. That is another number that is a little bit lower.

Dr. McClure stated that he is on a national committee that is looking at Emergency Department visits for non-traumatic dental care. They will be releasing a best practices report. They did a survey a couple of years ago and there were over 9,000 visits to emergency rooms in Delaware. This is another reason to emphasize prevention.

END OF LIFE WORKGROUP

Ms. Riveros stated that at the October meeting of the Delaware Health Care Commission the Commissioners discussed the establishment of an End of Life Workgroup. At that time the Commission requested additional information regarding the work of the Health Care Association's Palliative Care Council.

The Health Care Association created that council in 2013 with a focus on increasing palliative care awareness to find palliative care specialized health care for people living with serious illness. The current focus of the Palliative Care Council is on a survey of hospital based palliative care programs and benchmarking those survey results with the Institute of Medicine's Dying in America report and recommendations. Ms. Riveros and the Commission staff have spoken with active members of the Palliative Care Council who shared that the main focus of that group is increasing awareness and availability of palliative care around the state in all settings, but primarily focused on Delaware's acute health systems.

The recommendation is for the Health Care Commission to establish an End of Life Workgroup to assess and make recommendations regarding end of life care and related issues in Delaware. To accomplish this goal, the workgroup shall:

- Review relevant recommendations and reports, including, but not limited to, the Institute of Medicine Quality End of Life Care recommendations, Center to Advance Palliative Care 2015 Report, America's Health Rankings Senior Report, recently-enacted DMOST (Delaware Medical Orders for Scope of Treatment) legislation and associated regulations, other relevant federal and state statutes and regulations, work and resources of Delaware End-of-Life Coalition, CMMI and State Innovation Model work and resources, the Delaware Health Care Association's Palliative Care Council and other relevant information in order to broaden the understanding of palliative care and end-of-life care issues and prioritize potential areas for recommendations.
- Identify key end-of-life care issue areas, including advanced care planning.
- Develop recommendations and options for consideration regarding:
 - Consumer outreach, awareness and education activities regarding palliative and end-of-life care and planning, including advanced care planning and the recently enacted DMOST legislation;
 - Professional outreach, training, support and education concerning the care of those with serious chronic and life-threatening conditions;
 - Enabling access to palliative care services and supporting the capacity in the health care system to provide palliative care services in home, community, hospice, skilled nursing facilities, hospital and any other relevant settings;
 - Other recommendations to support comprehensive health care services to Delawareans suffering from advanced and serious illnesses.
- Make recommendations regarding the most appropriate governance structure for ongoing support and consideration of end-of-life issues in Delaware.
- Issue a report to the Delaware Health Care Commission providing recommendations and options by March 31, 2016.

The following members of the workgroup have been identified with collective input:

Chair: Jill Rogers, Director, Division of Services to Aging and Adults with Physical Disabilities

Members:

John Goodill, M.D. Director, Palliative Care Education and Outreach, CCHS

Kyle Hodges, State Council for Persons with Disabilities

Lexie McFassel, Esq., Office of the Public Guardian

Representative Paul Baumbach

Susan Lloyd, President and CEO, Delaware Hospice, Inc.

Wayne Smith, Delaware Health Care Association

Alison Gonzalez, Palliative Care Liaison, St Francis Hospital

Julane Miller-Armbrister, Executive Director, Delaware Center for Health Innovation

Tim Rodden, Director of Pastoral Services, CCHS

Laura Waterland, Esq., Community Legal Aid Services

Keagan Brown, End of Life Coalition

Tim Gibbs, Delaware Academy of Medicine

Michael Alexander, M.D.

Other members at discretion of the Chair

Discussion

Representative Paul Baumbach thanked the Health Care Commission for creating the workgroup with broad membership.

Dr. John Goodill, of the Christiana Care Health System, also thanked the Health Care Commission. He stated that he is a palliative care doctor who takes care of people every day who are struggling with serious illness. Their families are struggling and Delaware can do better than it is doing now. The Institute of Medicine Report released last year is a broad outline with recommendations about where the system needs to do better. Dr. Goodill stated that he thinks there should be a Delaware specific response to that. Establishing the workgroup is a great opportunity to move forward. He stated that Minnesota put together a state commission about ten years ago and came up with some recommendations on where they could improve, primarily with advanced care planning. They made great progress with those recommendations. He thinks there is an opportunity to do something similar in Delaware

Ms. Riveros stated that Boston is rolling out a full campaign that looks quite a bit like Delaware's Marketplace campaign, basically to have a plan to do advanced care planning.

Jo Ann Hasse, of the League of Women Voters, stated that she hopes that the emphasis will not be only on people who are ill or disabled. Delaware needs to look at end of life care not just in terms of people who are ill, but for all people because one day they will become senior citizens.

Ms. Riveros stated that the conversation focused on those who may be ill, those who are middle aged, and young and planning on organ donation.

Ms. Riveros stated that, in addition to the Health Care Commission staff, Leslie Tremberth and her team from the Public Consulting Group (PCG), will be providing support to the workgroup moving forward.

Action

Dr. Kathleen Matt made a motion that the Health Care Commission create an End of Life Workgroup to assess end of life care and related issues in Delaware and report back to the Delaware Health Care Commission by March 31, 2016. Rich Heffron seconded the motion. There was a voice vote. Motion carried.

AFFORDABLE CARE ACT/HEALTH INSURANCE MARKETPLACE UPDATE

Delaware's Health Insurance Marketplace: Update on Activities

Secretary Rita Landgraf presented an update on Delaware's Health Insurance Marketplace. A copy of the presentation is posted on the Delaware Health Care Commission's website at <http://dhss.delaware.gov/dhcc/presentations.html>.

Delaware Enrollment Details

- 2016 Open Enrollment begins November 1 and runs through January 31, 2016.
- Policies for all current enrollees expire December 31, regardless of when people enrolled.
- Current enrollees have until December 15 to shop for a new plan. Otherwise, they will be auto-enrolled in the same plan or a similar one.
- For coverage to begin January 1, Delawareans must enroll by December 15.
- As of June 30, 2015, 23,163 Delawareans enrolled and had paid premiums.

Proposed QHP Standards for Plan Year 2017

- The Workgroup reviewed the 2016 Qualified Health Plan Standards and came up with a list of recommended changes for the 2017 standards:
 - Focused on consistent language with Statutes and Legislation
 - Incorporating healthcare reform initiatives through the State Innovation Model
 - Ensuring consumer protection and range of plan options
- Next step; a formal 2 week Public Comment Period starts November 5, 2015 and runs through November 18, 2015
- Your review/comments of the proposed 2017 QHP Standards must be submitted by email to qhpstandards@choosehealthde.com or by mail:

Delaware Health Care Commission
c/o Eschalla Clarke
410 Federal Street, 3rd Floor – Suite 7
Dover, Delaware 19901

- Input about the proposed Standards will be reviewed by the QHP Workgroup and presented at the December Health Care Commission meeting.
- QHP Standards for Plan Year 2017 will be finalized by the end of December.

Key Dates

- December 15, 2015 is the last day to enroll for coverage to begin January 1, 2016.
- On January 1, 2016 insurance coverage begins for Plan Year 2016.
- January 15, 2016 is the last day to enroll for coverage to begin on February 1, 2016.
- January 31, 2016 is the end of open enrollment for Plan Year 2016.

Discussion

Ms. Riveros stated that comments on the proposed 2017 QHP standards should be submitted to the email address provided to ensure a proper public process to support the review and consideration by the Commission of any comments.

Dr. Jo Ann Fields asked a question about Delawareans who did not have health insurance in 2014 and had to face the issue of whether or not they owed a penalty when they filed their 2014 federal income tax. She asked how many people were able to claim an exemption due to unaffordability, as a result of their insurance costing more than eight percent of their income.

Secretary Landgraf stated that the staff will see if they can get that information.

Nick Moriello, of Health Insurance Associates, stated that on a positive note with the beginning of open enrollment this past week there is a general awareness about the fact that this is the open enrollment period and there are more people who know that this is the time of year to shop. However, people are alarmed about the premium increased for next year. Health Insurance Associates are pointing out that tax credits and cost sharing subsidies will recalculate next year based on the increase in premiums. They are able to alleviate the concerns for some of the people who are in the tax credit cost sharing subsidy situation; however, the mindset is that they cannot afford a 22 percent increase and they are going to drop what they have. They need to understand that it is not necessarily that large of a percentage on every person because, if they are receiving help, their help will increase to compensate for price increase.

Unfortunately for people who are not receiving assistance the increases are steep and the initial feedback is that people are extremely. Health Insurance Associates is trying to do what they can to make sure people remain insured but it has been a challenge; particularly for people with incomes slightly above 400 percent of the Federal Poverty Level who do not receive assistance but also do not have a lot of disposable income to afford the increase.

Greg Allen stated that he is a practice administrator and they have experienced the same increases as an employer for their employees. They have a mixture of younger and older employees who are going to be sharing those increases. For years he has been asking what percentage of people participating in these programs are actually receiving benefits and he never received an answer. He took a poll in his office where 21 people participate in their group plan. For the 21 people they paid about \$120,000 for premiums this year and only one person received a benefit. He stated that the program is not working and asked what is being done to fix it.

Dr. Fields stated that she would counter that anyone in Mr. Allen's practice who used their insurance benefited because an insurance company can negotiate down a rate. For example, she complains every month about the cost of her insurance; however, she had to use it this year unexpectedly and saved several thousands of dollars with the insurance company's ability to negotiate down the charges. She stated that she is first in line to complain about the 18 to 23 percent increase in premium; however, it still is a benefit to have health insurance.

Mr. Allen stated that they paid the premium, but their employees are paying again when they visit a doctor and use the insurance.

Dr. Fields stated that it is not right to say that the program is not working at all. It is working in some ways, but it needs to do better.

Helping Delawareans Get Covered and Stay Covered

Lolita Lopez, FACHE and Maggie Norris Brent, MPA, of Westside Family Healthcare, gave a presentation on helping Delawareans get covered and stay covered. A copy of the presentation is posted on the Delaware Health Care Commission's website at <http://dhss.delaware.gov/dhcc/presentations.html>.

Westside Family Healthcare has been assisting with Marketplace enrollment since 2013. It is a Federally Qualified Health Center (FQHC) that has been Joint Commission Accredited since 2000 and Primary Care Medical Home Certified by the Joint Commission since 2012. It includes six health centers, two dental practices and one mobile health unit.

In 2014 Westside Family Healthcare had 103,022 patient visits.

Role of Assistors

- Identify individuals/families who may be eligible for the marketplace and Medicaid expansion
- Educate individuals/families on the importance of primary, preventative care and the value of health insurance
- Assist individuals/families with the application and enrollment process (1 hour on average to complete)
- Connect individuals/families back to care

Locations for Assistance

- Westside Family Healthcare
 - Appointments available during hours of operation for patients and non-patients
 - Special evening and weekend drop in sessions – no appointment needed
 - Tuesdays – Newark Health Center
 - Wednesdays – Dover Health Center
 - Thursdays – Bear & Wilmington Health Centers
 - Saturdays – Bear & Wilmington Health Centers
 - Every other Saturday – Middletown Health Center
- Christians Care – Wilmington and Newark Campuses
- Dover Public Library
- Kent County Library
- Dover DMV
- Department of Unemployment and Training
- Nanticoke Health Services
- Community Health & Resource Fairs as requested

Scheduling Appointments

- Scheduling Phone Numbers
 - New Castle County: 302-472-8655
 - Kent and Sussex Counties: 302-678-2205
- Email Contact
 - Enrollment @westsidehealth.org
- Appointments available at Westside Family Healthcare health centers and in the community

Chatman, LLC Delaware Navigator Entity

Priscilla Chatman, of Chatman LLC, gave a presentation on the Chatman, LLC Navigator Program. A copy of the presentation is posted on the Delaware Health Care Commission's website at <http://dhss.delaware.gov/dhcc/presentations.html>.

Chatman, LLC Navigator Program

- 5.2 FTE Navigators
 - 8 Navigators
 - Representative of uninsured population
 - Invincible aged 18 to 35
- Navigators are mobile
- Travel with dedicated laptop, printer, smart phone with hot spot
- They go to the uninsured, to every neighborhood

Physical Offices

- New Castle – Widener University School of Law, Clinic Wing, Room 257
 - 4601 Concord Pike, Wilmington, DE 19803
 - Monday to Friday, 9 to 5 and evenings and weekends by appointment
- Sussex County – First State Community Action Agency
 - Georgetown, DE
 - Tuesday and Thursday, 9 to 5
- Kent County – Milford Social Services, Mondays
 - Spence's Bazaar, Friday

Partners

- 82 partners, community based organizations, churches, libraries, YMCAs, Boys and Girls Clubs
- Organizations aimed at invincibles, rural, Latinos, immigrants, African Americans and others

For outreach, education and enrollment contact Chatman, LLC, Delaware Navigator Entity at 302-685-2379.

CENTER FOR MEDICARE & MEDICAID INNOVATION (CMMI)

Delaware's State Innovation Model (SIM) Update

Laura Howard gave an update on the CMMI State Innovation Models Project (SIM). A copy of the presentation is posted on the Delaware Health Care Commission's website at <http://dhss.delaware.gov/dhcc/presentations.html>.

SIM activities updates

Practice Transformation

- Procurement process is nearing completion
- Initial round of outreach will be led by DCHI and HCC to generate awareness of opportunity; vendors will lead more targeted outreach with details on their support
- ab&c has been engaged to support development of outreach approach and materials (e.g., webinar, FAQ, vendor comparison)

- DCHI and HCC will focus initial outreach to practice, ACO/CIN, health system and professional society leaders who will be encouraged to cascade messaging to their providers

Common Scorecard

- Planning for Q4 release of v1.0
 - Attribution hosting is the primary new functionality of Q4 release
 - User interface is being improved to increase usability based on practice feedback
 - Q4 release continues to report v1.0 quality and utilization measures; includes 2015 data

Healthy Neighborhoods

- Held joint working session with Workforce Committee on role of community health workers and defining formal curriculum for CHWs
- Discussed considerations for selecting location of first Neighborhood
- Began discussion of opportunities for specificity in the design of the first Neighborhood.

Workforce

- Reviewed data collected and implications for further data needs about demographic trends shaping Delaware's health care workforce
- Consensus paper on Learning and Re-Learning Curriculum adopted by DCHI board; will inform future RFP
- Finalizing work on credentialing consensus paper

HIT Roadmap

- Began to identify potential HIT priorities based on interviews and national research to inform HIT roadmap

2016 Planning

- Began reviewing existing milestones and timelines to identify any refinements needed based on current progress and decisions that have been made this year.

Near-term priorities

- Finalize 4th quarter 2015 release of Common Scorecard
- Develop Health IT roadmap, including plan for patient and consumer engagement
- Continue developing approach to Behavioral Health Integration
- Roll out practice transformation support
- Identify first Healthy Neighborhood and phased rollout plan in further detail (e.g., support to be provided to Neighborhoods)

Julane Miller-Armbrister is the DCHI Executive Director. She brings over 30 years of experience in public health and health policy as the previous Vice President of State Government Affairs at Rutgers and the CEO of Plainfield Health Center.

The next meeting of the DCHI Board will be held on December 9, 2015 at 2:00 p.m. at the University of Delaware's STAR Campus.

OTHER BUSINESS

Secretary Landgraf announced that the Harrington Detox Center will open on Monday, November 9, 2015. With the addiction epidemic Delaware is trying to increase its ability within the community. The service will include not only detox, but outpatient, as well as the 23 hour observation and behavioral health assessment.

PUBLIC COMMENT

Jim Lafferty, of the Mental Health Association, stated that the Behavioral Health Workgroup on Integration is chaired by Dr. Allen Greenglass of the Christiana Care Health System. That is fortunate for the workgroup because Christiana Care is a leader in behavioral health integration.

Ephraim Kaba stated that he is the new Chief Executive Officer for Henrietta Johnson Medical Center. They have received a new access point and have started providing services in Claymont. They have two sites in underserved areas in Wilmington and there is a great need for dental care.

Jonathan Kirch, of the American Heart Association, thanked Secretary Landgraf for mentioning the high smoking rate in Delaware. He stated that the husband of a close friend and colleague experienced a stroke that was tobacco attributable. He is hopeful that the Health Fund Advisory Council that advises the Governor's recommended budget around the Master Settlement Agreement funds that come from the tobacco companies is poised to recommend an increase in the funding and resources for the state's tobacco prevention and control programs. He hopes that the Commission will support that and other policies that work to drive down smoking and tobacco use.

NEXT MEETING

The next meeting of the Delaware Health Care Commission is 9:00 a.m. on Thursday, December 3, 2015 at the DelTech Terry Campus Corporate Training Center, Rooms 400 A & B, 100 Campus Drive, Dover.

ADJOURN

The meeting adjourned at 11:10 a.m.

GUESTS

Greg Allen	DJLMD
Helen Arthur	Delaware Health Care Commission
Carol Bancroftt	Delaware Technical Community College
Paul Baumbach	Delaware House of Representatives
Ray Brouillette	Easter Seals
Vincent Carr	Department of Correction
Judy Chaconas	Division of Public Health
Priscilla Chatman	Chatman LLC
Marisa Cheng	University of De Center for Disabilities Studies
Jeanne Chiquoine	ACS CAN
Kathy Collison	Division of Public Health
Mike Cordrey	ab&c
Rysheema Dixon	Henrietta Johnson Medical Center
John Dodd	Brooks & Dodd Consulting
Jo Ann Fields, MD	Local MD
Marge Fleming-Smith	Parkinson Action Network
Jill Fredel	Delaware Health and Social Services
John Goodill	Christiana Care Health System
Jerry Grant	Department of Insurance
Jim Grant	Delaware Health and Social Services
Joann Hasse	League of Women Voters
Cheryl Heiks	Cozen O'Conner
Susan Jennette	Department of Insurance
Ephraim Kaba	Henrietta Johnson Medical Center
Rebecca Kidner	RB Kidner PA
Jim Lafferty	Mental Health Association
Lolita Lopez	Westside Family Healthcare
Cheyenne Luzader	Beebe HealthcareDevelopmental Disabilities Council
Greg McClure	Division of Public Health
Julane Miller-Armbrister	Delaware Center for Health Innovation
Nick Moriello	Health Insurance Associates
R.W. Munson, Jr.	United Medical
Maggie Norris Bent	Westside Family Healthcare
James Nutter	Parkowski, Guerke & Swayze, P.A.
Brian Olson	La Red Health Center
Anthony Onugu	United Medical
Alex Parkowski	ab&c
Ann Phillips	DE FV
Frank Pyle	Department of Insurance
Jill Rogers	DSAAPD
Bernadette Schad	PCG
Karen Stoner	Highmark
Mark Thompson	Medical Society of Delaware
Jose Tieso	HPES DMMA
Leslie Tremberth	PCG
Stacy Vernick	Christiana Care
Angela Wilson	Chatman LLC
John Andrew Young	MACHC

